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Course #10922

Incident Reporting and Protective Actions



Introduction

The purpose of this training is to review your roles and responsibilities in responding to emergency situations at Los Alamos National Laboratory (LANL).



Course Objectives

Using This Course

This course features some dynamic components as well as a number of optional keyboard commands.

Pressing the **M** key will toggle display of the Table of Contents for this course, as will clicking on the **Contents** handle at left.

Use the **buttons** that appear at the bottom-right to move forwards and backwards through this course. You can also use the **Left** and **Right Cursor Keys** to navigate.

You can adjust the **font size** using the controls on the lower left side of the page. You can also use the **1** through **5** keys on your keyboard, where **1** is **extra small** and **5** is **extra large**. Your font size preference will be remembered for up to a year, less if you delete your web browser's cookies.

This course has been reviewed by the Classification Group and has been determined to contain no classified or sensitive information.

Overview of LANL Emergency Management Program

Security and Emergency Operations Division (SEO-DO) is responsible for administering the all-hazards emergency management program for LANL in accordance with Department of Energy (DOE) Order 151.1D, Comprehensive Emergency Management System, and other federal requirements in order to protect workers, property, and the environment.

Emergency Preparedness

- LANL conducts emergency preparedness activities to ensure the Laboratory can effectively respond to all-hazards.
- Facility-level preparedness activities involve building emergency plans and procedures, training, and drills and exercises involving workers, and, where applicable, local facility-level operations centers.
- Site-level preparedness activities involve plans and procedures, training, and drills and exercises for site-level resources, response centers, emergency responders, and coordination with offsite officials

Drills and Exercises

Drills and Exercises are key Preparedness Activities

- Emergency Drills
 - Non-evaluated activities to train, practice, and re-inforce emergency plans and procedures.
 - Conducted at the facility-level for initial response actions and implementation of protective actions (Evacuation, Shelter in Place, Remain indoors, and Lockdown).
- Emergency Exercises
 - Formal evaluated demonstrations of response capabilities.
 - Conducted at the facility-level to evaluate worker response and implementation of protective actions and response by emergency responders.
 - Conducted at site level to validate the site's response elements.

Expect to participate in drills and exercises at your work location for response to simulated incidents.

Hazard Identification and Analysis

- Detailed analysis and planning is conducted for facilities with operations that involve significant quantities of hazardous materials to plan and prepare for worst-case scenarios that may involve the release of these materials.
 - Based on this detailed analysis, pre-determined response and protective actions are developed for each situation.
 - In order for effective and timely planning and preparedness to occur, each facility must should provide the Safeguards – Planning and Analysis (SAFE-PA) group the type and amount of chemicals and radiological materials used/stored at the facility and notify SAFE-PA prior to changes in the type and amount of material.

Note:P101-14, Chemical Management, defines the chemical management requirements for the LANL.

Notify SAFE-PA if your facility plans to make changes to the type and amount of hazardous materials used/stored.

Site-level Response Centers

Emergency Operations Support Center (EOSC)

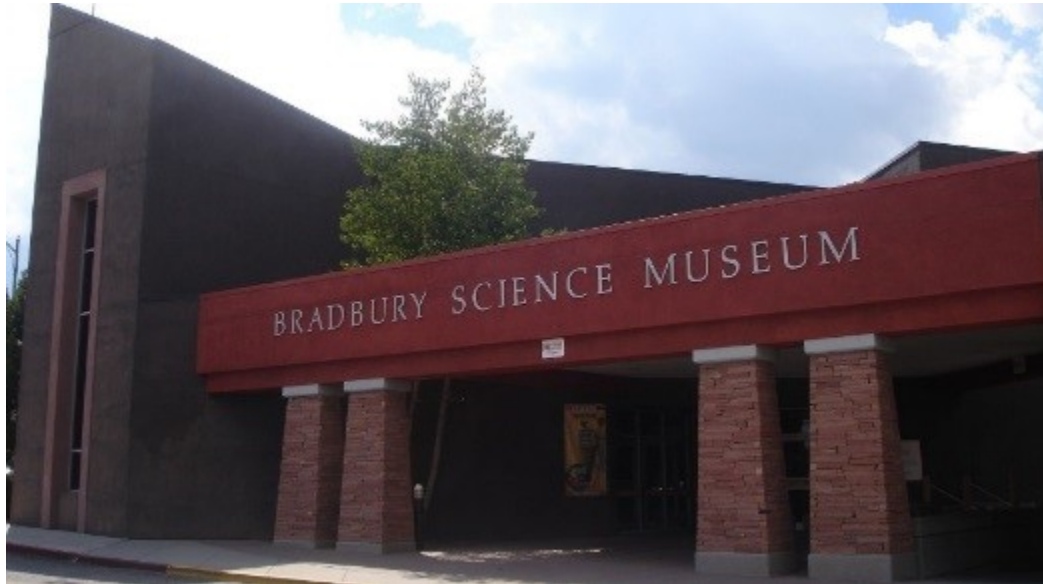


- The LANL 24-hour operations center that monitors the LANL fire alarm system, receives notification of incidents and emergencies, dispatches LANL emergency responders, activates other response elements, issues protective actions, and makes required notifications. Previous documents and training have referred to it as the Emergency Operations Center (EOC).
- EOSC back-up is at TA-64

Emergency Operations Center (EOC)

- A dedicated facility that is activated during emergencies for management and support personnel to assemble to coordinate information and resource deployment in support of incident management.
- A mobile capability serves as the backup facility for EOC .

Joint Information Center (JIC)



- Location where multiple jurisdictions gather, process, and disseminate public information during an emergency
- Bradbury Science Museum is used as the JIC. The backup location is the LANL Foundation Center in Espanola.

Response to Incidents

Response to Incidents and Emergencies at LANL

Response to incidents and emergencies at LANL is provided by Los Alamos County and specialty first responders at LANL.

- Los Alamos County Fire Department (LAFD)
- Los Alamos Police Department (LAPD)
- LANL SEO-Emergency Operations Emergency Manager / Incident Commander
- LANL SEO-Emergency Response (Hazardous Materials Team and Hazardous Devices Team)
- LANL Protective Force
- Other agencies as requested

Note: LANL first responders do not respond to offsite locations unless requested through mutual aid agreements.

When responding to incidents at LANL, the LANL Incident Commander typically establishes unified command with Los Alamos County or other emergency first responders.

Two Approaches to Building Emergency Plans and Training

As prescribed in ITS-FSD-001, Conduct of Training Manual, each occupied facility or building must be covered by facility-specific access training or building emergency plan (BEP) training based on the hazards or security interests in the facility/building.

General training on incident reporting and protective actions is initially provided to workers in the General Employee Training (GET) course and this refresher training thereafter. Both GET and this refresher course address the procedures prescribed in P1201-4, LANL Incident Reporting and Protective Actions. For training on local BEPs, there are **two** approaches at the LANL.

Hazardous Material Program Facilities

- A) Because these buildings contain hazardous materials that exceed planning thresholds defined in DOE Order 151.1D, Comprehensive Emergency Management System, formal local BEP training is provided to workers to address the unique response procedures at these facilities. This training is typically assigned and tracked through UTrain. Supervisors should ensure workers are assigned BEP training for their primary work location and other locations where work is performed.
- B) Emergency Evacuation Drawings (EEDs) are posted throughout hazardous materials program facilities. EEDs contain interior details, such as building layout, pull alarms, fire extinguishers, egress routes, Shelter-in-Place locations, and outside Assembly Areas. Review and familiarize yourself with the information on EEDs at your work location and other locations where you perform work.

Core Program Facilities – Office and Administrative Buildings

- A) Because these buildings do not contain hazardous materials that exceed planning thresholds defined in DOE Order 151.1D, the training in GET and this refresher course is sufficient for formal training and is tracked through UTrain. For local training at your workplace, you should receive informal training, such as a briefing, that covers emergency-related information specific to the building.
- B) Core program buildings may post EEDs and some may post Building Emergency and Evacuation Plans (BEEPs). BEEPs are posted at exits, contain an outline of the building and show the interior Shelter-in-Place locations and the outside Assembly Areas. BEEPs also contain instructions for evacuation, Shelter in Place, fire/explosion, and serious injury. Review and familiarize yourself with the BEEPs at your primary work location and other facilities where you perform work.

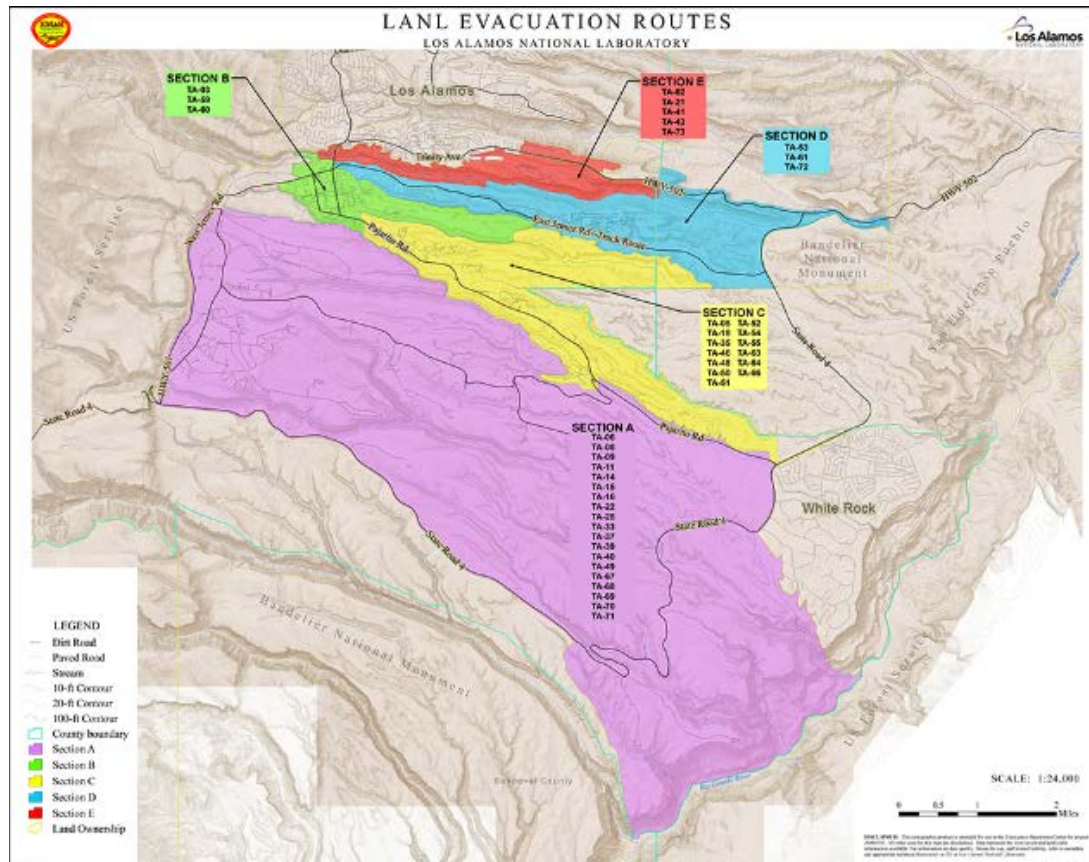
- As prescribed in ITS-FSD-001, Conduct of Training Manual, BEP training must be provided for your primary work location and for work locations where your work requires unescorted access. Discuss with your supervisor which BEP training should be assigned to you.

Protective Actions



There are four general Protective Actions (Evacuate, Shelter in Place, Remain Indoors, and Lockdown) you can take in an emergency or hazardous incident. We will review the actions for each protective action.

Note: Remain Indoors was previously called Stay Put. Lockdown was previously called Lock Down/Hide Out.



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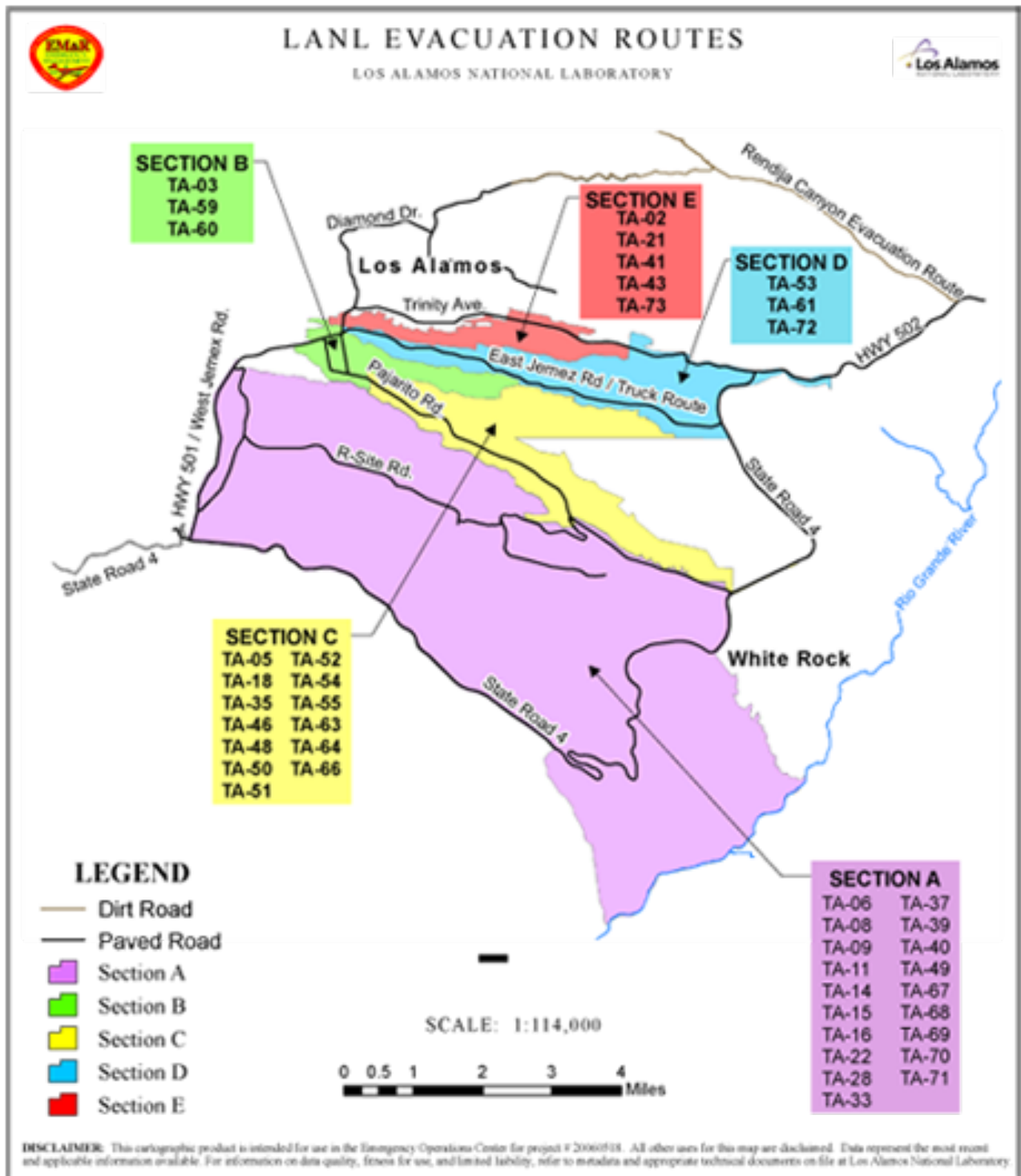
Site-wide Evacuations

Note: Evacuation routes may change due to incident conditions. Use routes as directed by emergency officials

- Section A: TA-06, 08, 09, 11, 14, 15, 16, 22, 28, 33, 36, 37, 39, 40, 49, 67, 68, 69, 70, and 71
- Section B: TA-03, 59, and 60
- Section C: TA-05, 18, 35, 46, 48, 50, 51, 52, 54, 55, 63, 64, and 66
- Section D: TA-53, 61, and 72
- Section E: TA-02, 21, 41, 43, and 73

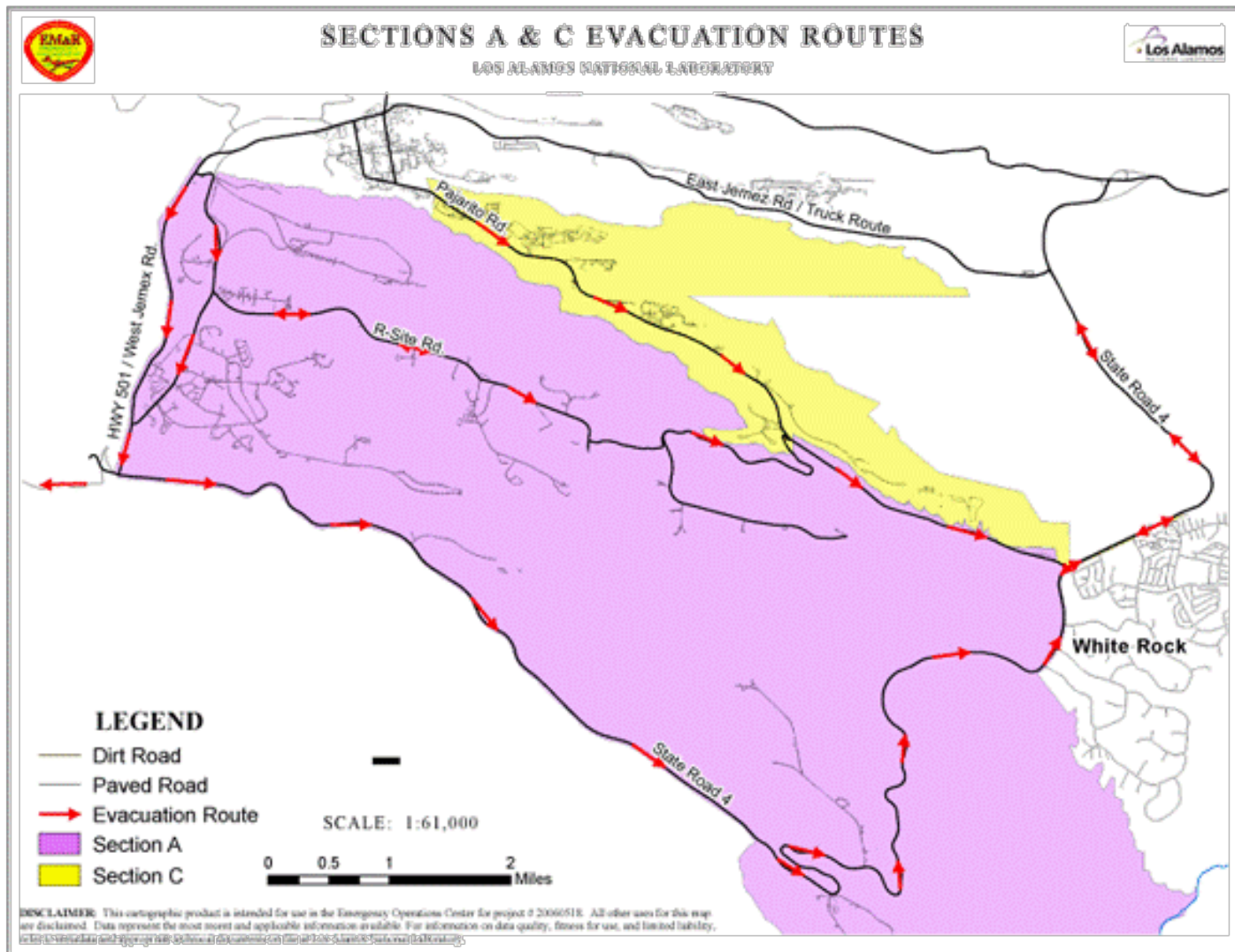
LANL Evacuation Map

If a partial or site-wide evacuation is being conducted, multiple means of communication will be utilized. These include the mass notification system, LANL homepage, and email.

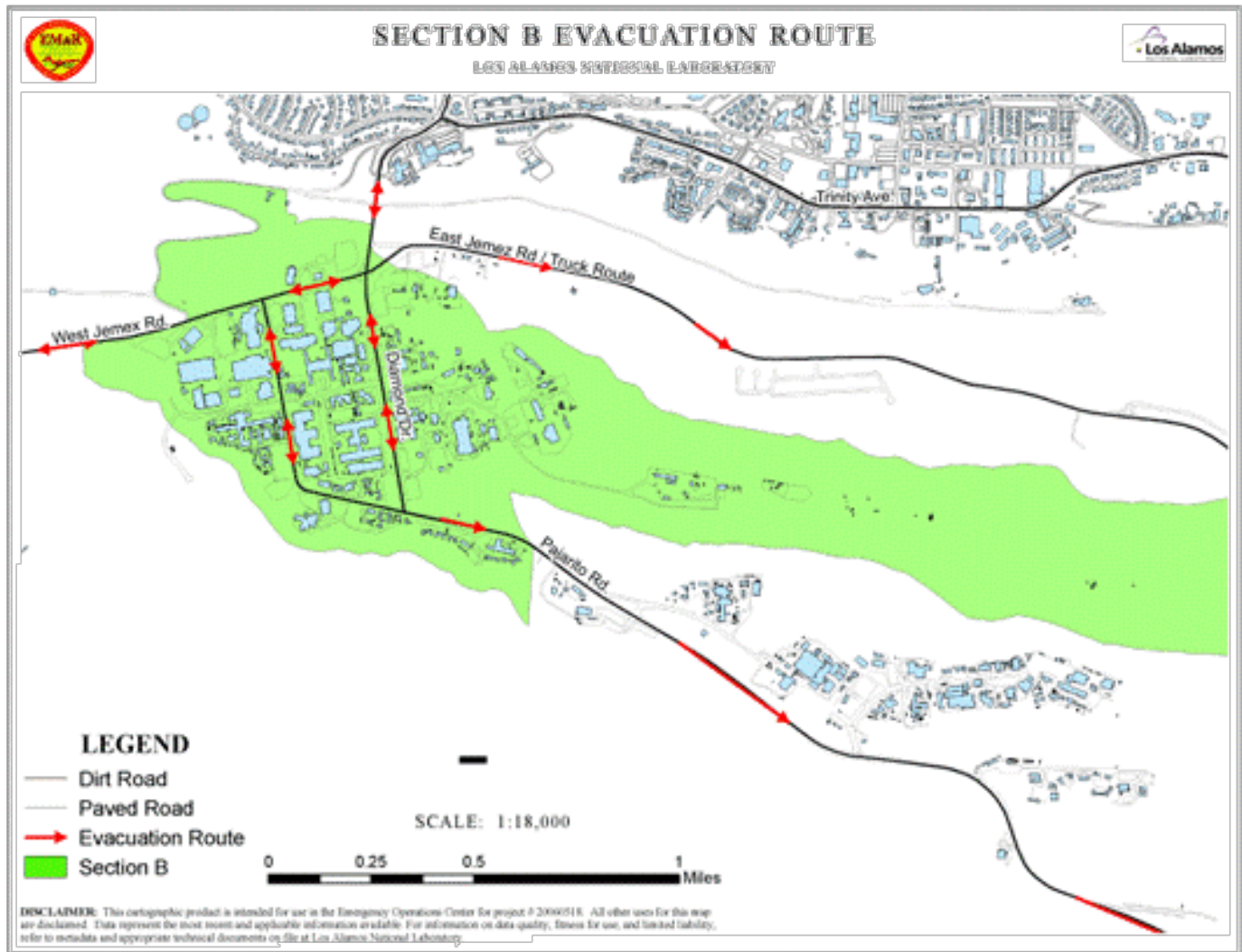


When notified of a site-wide evacuation (or partial evacuation), note the time and routes for your work location. Once offsite, follow directions and routes as directed by Los Alamos County and other surrounding jurisdictions.

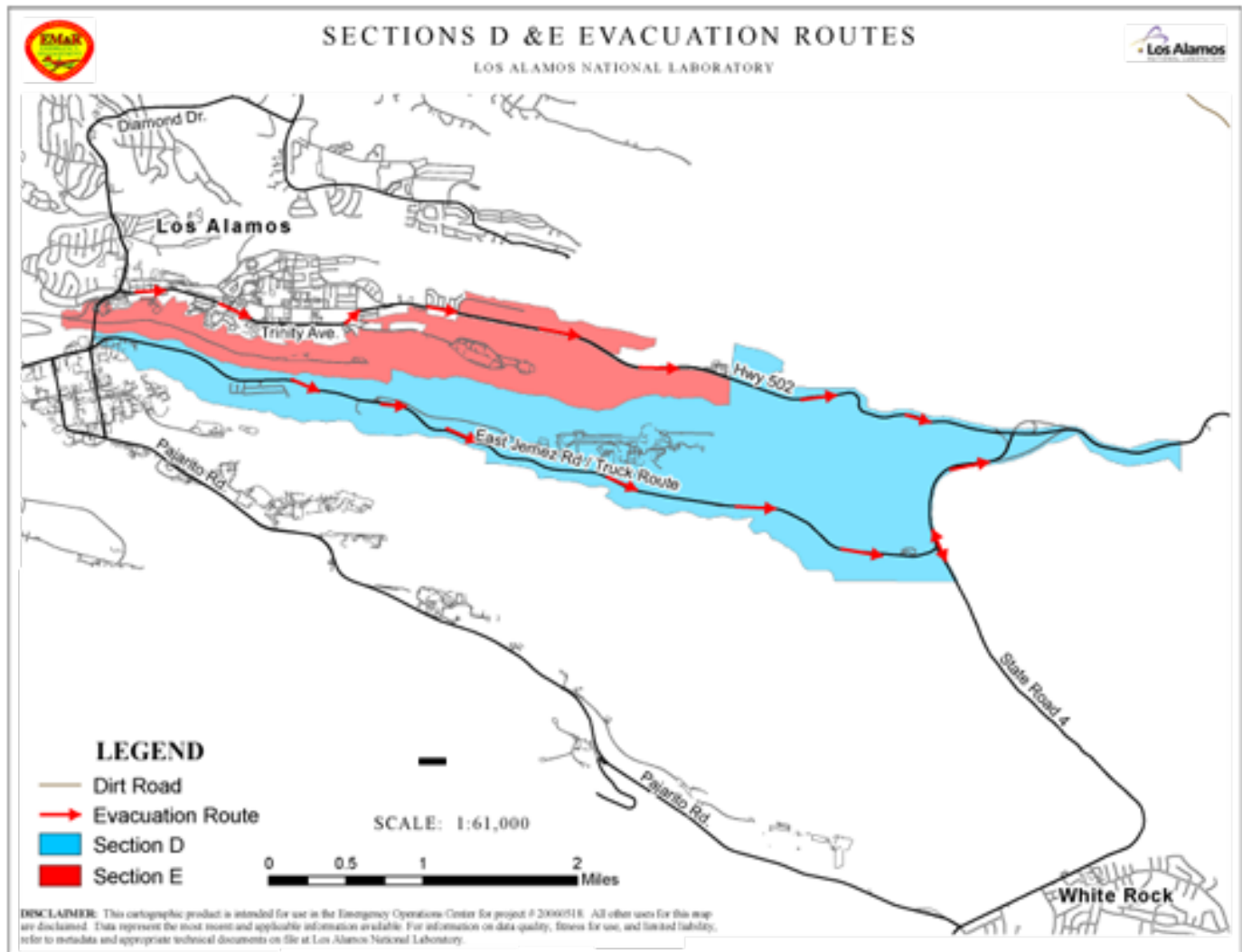
LANL Sections A & C Evacuation Map



LANL Sections B Evacuation Map



LANL Sections D & E Evacuation Map



Evacuations



Building Evacuation

The purpose of evacuating a building is to avoid hazards, such as chemical spills, fires, or suspicious packages. Evacuations require you to move to your building's designated Assembly Area. You should know at least two ways out and where your Assembly Area is located.

Things to remember about building evacuation

- Use the nearest exit route. If it is blocked by unsafe conditions, take the nearest safe path out.
- If accessible/safe to do so, take your coat, handbag/briefcase, medications, and vehicle keys with you, in case reentry is not allowed or there is inclement weather.
- Do NOT carry food, drinks, or items that, if dropped, could inhibit safe egress and cause slips, trips, or falls.
- Do NOT use elevators during building evacuations.
- On your way out of the building, conduct a visual sweep of work areas, knock on closed doors, and tell others to evacuate; however, do NOT put yourself in danger by deviating from the exit route to sweep an area and do NOT delay evacuating if you are in immediate danger.
- **What do I do after evacuating a building?**
- Report to and remain at your building's designated Assembly Area. Pay attention to wind direction and make every effort to stay upwind from smoke/airborne release. Be aware of your surroundings and responding emergency vehicles.
- Help the Assembly Area Leader conduct accountability. Provide your name and Z number and relay information obtained during the sweep and provide names of workers or visitors who are missing/unaccounted for at the Assembly Area and their last known location.
- Remain at your Assembly Area and do not eat, drink, use tobacco products or electronic cigarettes, or chew gum in case of a hazardous materials release until told it is safe to do so by the Incident Commander or designee.
- Report workers and visitors who are absent or unaccounted for and provide their last known location.

When evacuating, use the nearest exit which may not be the way you entered the building.

Shelter in Place

Shelter in Place is the protective action used during an airborne hazardous material release when the safest option is to shelter indoors until the hazardous plume passes and/or dissipates.



If in a vehicle or outside near a vehicle

- Remain in the vehicle (or enter the vehicle) and close doors, roll up windows, shut off heating/air conditioning, and close vents that draw in outside air.
- Proceed to a safe location and advise the first responders at access control points that you were near the incident and might be contaminated.

If outside near a building

- Move inside the nearest building away from the incident location making every effort to stay upwind. If downwind, travel away from (perpendicular to) the direction of the incident/smoke/plume.
- Notify building workers that you came in from outside and remain segregated if possible.

If inside a building

- Close nearby exterior windows and doors.
- Move to the nearest designated Shelter-in-Place location.
 - If accessible and safe to do so, take medications, coats, hand bags, and vehicle keys.
 - Do not carry food, drinks, or items that, if dropped, could inhibit safe egress and cause slips, trips, or falls.
- Visually sweep along the route to the Shelter-in-Place location in the same manner as the sweep you conduct for an evacuation.
- Close windows and doors at Shelter-in-Place location if there is no interior room for sheltering and follow your building instructions for shutting off ventilation systems that draw in outside air.

Even if the ventilation system cannot be shut down, sheltering in place is still effective and provides protection for short duration airborne releases.

- Provide your name and Z number to the AAL or sign in and help take accountability.

Shelter-in-Place is directed when there is an airborne release of hazardous materials, to move workers indoors until the hazardous plume passes and/or dissipates.

When sheltering in place, do not eat, drink, use tobacco products, or chew gum.

Conduct and Report Accountability

Accountability is conducted following a building evacuation and when sheltering in place. Once you arrive at your Assembly Area or shelter-in-place location, the Assembly Area Leader collects accountability information from assembled workers.

Assembly Area Leader

Any worker can assume the role of Assembly Area (AAL); however, managers may choose to pre-designate and train persons in these roles. As an AAL, you will:

- Conduct accountability in accordance with your building emergency procedures following these guidelines.
 - Collect visitor logs, if applicable, or record names and Z numbers of visitors.
 - Record names and Z numbers of workers at the Assembly Area or Shelter-in-Place location. The best approach is to use rosters and check off workers.
Note: The recording of both names and Z numbers was not previously prescribed in LANL procedures. This is a new expectation. Line managers are responsible for accountability of their workers.
 - Record names (and Z numbers if available) of visitors and workers missing from the Assembly Area or Shelter-in-Place location and their last known location.
 - Collect pertinent information provided by assembled workers (e.g., persons needing assistance, smoke, odor, hazardous conditions).
- Report accountability to the EOSC at (505) 667-6211 or local facility-level operations center in accordance with your building emergency procedures following these guidelines:
 - Provide name and Z number for workers who are missing/unaccounted for and their last known locations
 - Report status of injuries and any other pertinent information obtained from workers, such as incident information
- Remind workers to remain at the Assembly Area or Shelter-in-Place location and refrain from eating, drinking, using tobacco products, electronic cigarettes, and chewing gum in case of a hazardous materials release.
- When sheltering in place, AAL should also:
 - Remind employees entering from outside to remain segregated and record their names and Z numbers.

- Keep track of persons who may leave the Shelter-in-Place location to use the restroom.
- Serve as liaison with EOSC or your local facility-level operations center (or Incident Commander if nearby) to provide updates, such as the Assembly Area or Shelter-in-Place location becoming unsafe (downwind of smoke/plume, inclement weather) and to relay information to assembled workers (e.g., relocate, all clear).

Note: Workers at offsite locations provide missing persons and incident information to arriving responders or 911 and the EOSC.

When reporting accountability, provide workers and visitors who are missing/unaccounted for at the Assembly Area or Shelter-in-Place location and provide their last known location to support search and rescue if needed.

Helpful Hint for Conducting Accountability

Using the LANL Phone Directory, you can conduct a search for occupants located in your building or workers in your organization that displays their Z numbers. These lists may be printed and maintained at Assembly Areas and Shelter-in-Place locations to help with accountability.

In the search field, enter the TA-building number (or organization code) followed by a comma, space, and z number followed by a colon as follows:

- 69-0033, znumber:
- SEO-EP, znumber:

The screenshot shows a web browser window with the address bar displaying 'phonebook-y.lanl.gov/phonebook.php'. The page title is 'Phonebook: LANL Inside'. The search bar contains the text '69-033, znumber:' and a 'Search' button. Below the search bar, it says 'Search Results for '69-0033, znumber:': 48 result(s) returned'. There is a 'Send Email To These Users' button. The page has a sidebar with links like 'Search Phonebook', 'Organizations', 'Titles', 'Change Your Phonebook Listing', 'Phonebook FAQ', 'Send a page', 'Pager FAQ', and 'JIT List Information'. At the bottom, there is a table header with columns: 'Name', 'E-mail', 'Phone', 'Mail Stop', 'Group', 'TA-Bldg-Room', and 'Znumber'.

Use of printed rosters that contain Z numbers will speed up the process for conducting accountability.

Remain Indoors



Remain Indoors protective action is used for non-hazardous materials release incidents such as inclement or severe weather, wildlife in the area, or a structure fire in nearby facility.

Remaining indoors is a precautionary action intended to ensure worker safety, enhance emergency communication with workers, and minimize unnecessary traffic that could interfere with emergency operations.

When ordered to Remain Indoors, you are to:

- Stay or move indoors.
- Remain alert for follow-on communication or further directions.
- Follow instructions provided by EOSC, the Incident Commander, and/or the applicable local facility-level operations center.

You do not conduct accountability and you are free to move inside the facility.

When directed to remain indoors, you are free to move inside the facility; however, remain alert for follow-on communication or direction.

Lockdown



Lockdown is the protective action term used active threat situations (e.g., active shooter) and indicates the need to run, hide, or fight based upon your situation and proximity to the threat.

1. You must quickly determine the most reasonable way to protect your own life and call 911 when safe to do so.

- **Run** – Evacuate out the nearest exit, take cover at nearest safe location, and keep hands visible when approaching law enforcement/security officials.
- **Hide** – Self-barricade, turn off lights and close blinds, blockade the door, hide behind large objects, silence cell phones, pagers, and office phones, remain quiet and wait for first responders.
- **Fight** – When no other option/when confronted, attempt to incapacitate the active threat (throw items, improvise weapons, yell loudly).

Note: Hide (self-barricade) is the default protective action for this type of incident if you are unsure of the threat location.

2. Call 911 as soon as it is safe to do so. If you cannot speak, leave the line open and allow the dispatcher to listen. After calling 911, call EOSC at (505) 667-6211. It is important to notify EOSC so that protective actions can be provided to the facility and the rest of LANL. Provide EOSC the pertinent information listed below.

- Location of active threat
- Number of active threats, if more than one
- Physical description of individual(s) (e.g., race, clothing, hair, age, etc.)
- Number and type of weapons held by active threat(s)
- Number of potential victims

If you hear what sounds like gun fire, do not investigate. Take immediate Lockdown protective actions (run, hide, or fight).

Lockdown (cont)

When law enforcement and/or Protective Force arrives:

- Remain calm and comply with their instructions.
- Put down any items in your hands (e.g., bags, phones, jackets), immediately raise your hands, and spread your fingers keeping hands visible at all times.
- Avoid quick movements toward law enforcement/Protective Force.
- Do NOT stop law enforcement/Protective Force with questions or requests.
- Provide any information requested (e.g., description of threat).

Be aware that law enforcement from other agencies (e.g., Local, State, and/or Federal) may respond, and you may see different types of uniforms(e.g., regular patrol uniforms and plain-clothes), and external tactical gear, (e.g., bullet proof vests, and Kevlar helmets). Protective

Force and/or law enforcement may take defensive actions when responding. These actions to may include:

- Taking defensive postures (armed with rifles, shotguns, and handguns).
- Shouting commands and pushing individuals to the ground for their safety.
- Using non-lethal techniques (e.g., pepper-spray, compliance controls) to stabilize the situation.
- Using force, up to and including deadly force, to reduce the threat to themselves and others.

Comply with instructions from responding Protective Force or law enforcement officers. Put down items and keep hands raised and visible.

Knowledge Check Answers and Important Reminders

The correct answers and important reminders are provided below.

1. Which protective action should be taken if there is a fire in your building?
 - a. Shelter in place
 - b. Remain Indoors
 - c. Lockdown
 - d. Evacuate If there is a hazard inside your building, workers should evacuate the building. Remember, take the nearest safe route out of the building to your evacuation Assembly Area.
2. If there is a spill/release of hazardous materials that is causing or has potential to cause an airborne concern, you may be directed to take which protective action?
 - a. Evacuate
 - b. Shelter in place Until the hazardous material plume passes/dissipates, sheltering in place is the safest option.
Remember, there will often be a combination of protective actions used during an emergency, such as some personnel being directed to evacuate while others downwind are directed to shelter in place.
 - c. Remain Indoors
 - d. Lockdown
3. If there is a bear in the parking lot near your building, which protective action is appropriate?
 - a. Lockdown
 - b. Shelter in place
 - c. Remain Indoors If there are safety concern outside your building, you may be directed to Remain Indoors. Remember, this is a precautionary measure, and accountability is not required.
 - d. Evacuate

4. You hear what sounds like gunfire. What actions should you take?
 - a. Go in the direction of the sound to determine what is causing it.
 - b. Lockdown Determine the most reasonable way to protect your life and run, hide, or fight based upon your situation and proximity to the threat. Remember, as soon as it is safe, call 911, then the EOSC at (505) 667-6211, so protective actions can be provided to the facility and Laboratory and protective force and law enforcement can be dispatched to respond.
 - c. Call the local media.
 - d. Send an email to your coworkers.

Reporting an Emergency

You must immediately report any emergency.



1. Call 911. Limit use of acronyms and provide a description of the emergency, to include location, alarms, injuries, and protective actions taken. Provide the TA, building and room number, and area of the building (e.g., north, south, east, west).

Note: If you call 911 from a cell phone, identify your location as Los Alamos and give the TA and building number.



2. Call EOSC at (505) 667-6211. (Add this number to your contacts.) If your facility has an operations center, call it after calling 911 and the operations center will call EOSC.
Note: If you are at an offsite location, the call to EOSC is required.

Additionally you must report to EOSC any non-emergency incidents or concerns that pose a potential threat of harm to workers, property, and/or the environment.

Call 911 immediately for an emergency followed by a call to EOSC (or local facility-level operations center) so that response is not delayed.

Incident-Specific Response Guidelines

In addition to the four general protective actions, you must be familiar with how to respond to and report specific incidents. For each of these incidents listed below, you must take prompt action and call 911 and EOSC to report emergencies so emergency responders are deployed and protective actions are issued. If you have a facility-level operations center, call it after calling 911 and the operations center will call EOSC.

The chart below lists the appropriate responses to some of the potentially more common hazardous incidents at LANL.

Bomb Threat



Upon receiving a telephoned bomb threat:

1. Listen carefully, try to keep caller talking, obtain as much information as possible, and complete the Telephone Bomb Threat Checklist located at http://int.lanl.gov/org/padops/admaser/emergency/_assets/docs/bomb_threat_checklist.pdf
2. Write down the phone number from the caller ID screen.
3. Follow instructions from emergency responders.
4. Do NOT activate the fire alarm.
5. Do NOT use cell phones or two-way radios.
6. Do NOT open/close windows or doors (unless it is necessary to exit).
7. Do NOT touch light switches.
8. Evacuate as instructed scanning for suspicious items.

Earthquake



During the quake:

If indoors:

- Stay inside until shaking stops and it is safe to go outside.
- Drop to the ground, and take cover underneath a sturdy table or other piece of furniture. If nothing is near you, cover your head and face with your arms and crouch in an inside corner of the building.
- Stay away from glass windows, exterior doors and walls, and objects that could fall such as light fixtures.
- Hold on until the shaking stops.

If outdoors:

- Stay outdoors in an open area.
- Move away from buildings, streetlights, and utility wires.

Immediately after the quake:

- Expect aftershocks.
- Follow evacuation procedures including sweeping. Do NOT use elevators.
- Move away from tall structures that could collapse, and report to Assembly Area and conduct accountability.
- Be alert for falling debris, downed power lines, and crevices opening in the ground.
- Attend to injured persons and report their location to the AAL and/or EOSC.
- Be alert for and report suspicious or unusual smells (e.g., gas leak).

Note: If you are at an offsite location, report life-threatening injuries and missing persons to 911.

Fire/Smoke/Explosion



If there is a fire or explosion, or, if you see smoke in a building, take the following actions:

1. Activate the fire alarm and/or verbally direct workers to evacuate. Do NOT delay evacuating to activate the fire alarm if you are in immediate danger.
2. Extinguish any incipient stage (beginning) fires if you are trained in and comfortable using fire suppression equipment and can do so without placing yourself in danger.
3. Evacuate and report to the Assembly Area following your building's emergency procedures.

Hazardous Substance Spill or Release



1. Stop work and isolate the area distancing yourself from the source.
2. Notify and evacuate workers in the immediate area.
3. Segregate potentially contaminated workers and those wearing personal protective equipment.
4. Account for workers in the immediate area.

Note: Make sure you know the spill response for any substance you are using.

Lightning



When you first see lightning, count 30 seconds. If the time between the flash and thunder is 30 seconds or less, the lightning is close enough to hit you.

If indoors:

- Do NOT use corded phones or electrical equipment.
- Avoid contact with metal objects, including plumbing, doors, and window frames.

If outdoors:

- Avoid high ground, metallic objects, solitary trees, and water.
- If it is raining, avoid areas prone to flash flooding.
- Seek shelter in a building.
- If you can't get to shelter, put your feet together to provide a single point of contact with the ground and squat down, tuck your head, and cover your ears

If in a vehicle:

- Move the vehicle off the road and turn the engine off.
- Put your hands in your lap and, do NOT touch interior metallic areas.

Suspicious Object or Device



1. Isolate the area immediately around the object or device, and direct workers away from it.
2. Do NOT use two-way radio or cell phone in the area.
3. Do NOT activate the fire alarm.
4. Do NOT touch or move the object/device.
5. Note any other suspicious objects in the area.
6. List individuals who were in the room or area when the object/device was recognized.

An untagged bag (backpack, briefcase, gym bag, laptop case, etc.) left unattended in a public place may be considered suspicious. Tag your bag. Tag templates are available on Inside LANL. For Operations Security purposes, do not use your LANL bag tag offsite or when traveling.

Suspicious Package or Mail



1. Do NOT use a two-way radio or cell phone in the area.
2. Never sniff or smell the suspicious package or mail.

3. Refrain from going near or touching the package/mail.
4. If holding the package/mail, place it in a bag or some type of container to prevent contents from leaking. Keep your hands away from your face, wash your hands with soap and water, and notify responders you have touched the package/mail.
5. If the contents have spilled, do NOT try to clean it up.
6. Secure the area around the package/mail. If possible, leave the area as found, and avoid creating any air current.
7. Note any other suspicious objects in the area.
8. List individuals who were in the room or area when the package/mail was discovered.

Suspicious visual indications:

- Powdery substance
- Oily stains, discolorations, or odor
- Lopsided or uneven package
- Excessive packaging material (e.g., masking tape, string)
- Excessive weight
- Ticking sound
- Protruding wires or aluminum foil

Characteristics of Suspicious Package/Mail

Unusual labeling:

- Excessive postage
- Handwritten or poorly typed addresses
- Misspellings of common words
- Strange return address or no return address
- Incorrect titles, a title without a name, or not addressed to a specific person
- Marked with restrictions (e.g., personal, confidential, do not x-ray)
- Threatening language
- Postmarked from a city or state that does not match the return address

Workplace Violence



Workplace violence is behavior that is hostile or aggressive physical contact with another person; a statement or body gesture that threatens harm to another person; or a course of conduct that would cause a reasonable person to believe that he or she is under threat of harm. Violence

in the workplace is an emergency and must be reported as an emergency as soon as you are safe to do so.

Become familiar with and recognize indicators (warning signs) of workplace violence and report unusual behavior or conditions regarding individuals that could be a precursor to workplace violence. Take consistent actions when there are warning signs, and trust your instincts. For more information see P724, Workplace Violence.

1. If you are being threatened, take the applicable Lockdown actions, based on your situation:
 - a. Run
 - b. Hide
 - c. Fight

Note: LANL has a zero-tolerance policy toward workplace violence.

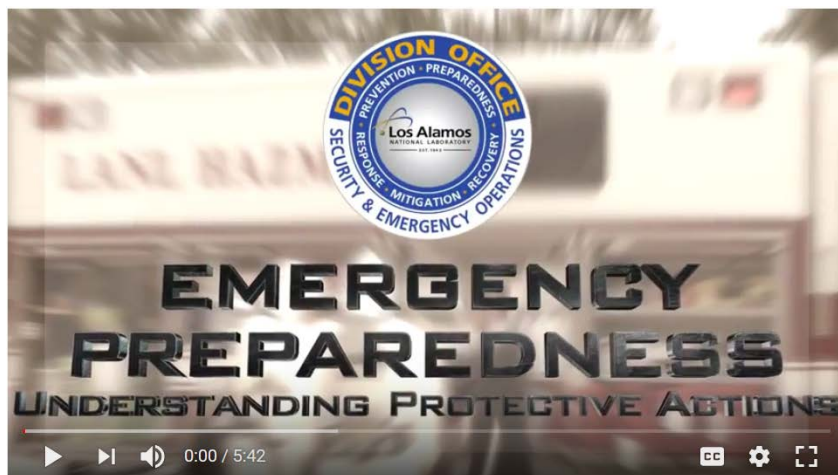
Your Responsibilities

- Notify your manager if you have a permanent or temporary condition that may hinder your ability to receive notifications or take protective actions (e.g., physical or mobility impairment, hearing impairment).
- Discuss local building emergency plan training for your primary work location and for other areas where your work requires unescorted access, with your manager.
- Keep your contact information updated in Oracle. This information is used to populate the mass notification system.
- Update your VoIP location (email to tcateam@lanl.gov) when you move so that your location displays correctly when calling 911.
- Participate in emergency drills, exercises, and other preparedness activities.
- Respond immediately to alarms and comply with directions issued by the local facility-level operations center, mass notification system, emergency responders, and displayed on emergency signs.
- Immediately report emergency incidents as soon as it is safe to do so and respond in accordance with emergency plans and procedures.
- Notify and assist guests, visitors, and outside personnel in taking protective actions.
- Notify your manager and the Incident Commander in a secure manner, if possible, of any classified materials that are left unsecured when protective actions are being taken.
- Take this refresher training annually.

Let's Recap

- The EOSC is LANL's 24-hour operation center where you are to report incidents and emergencies after calling 911. If your facility has an operations center, call it after calling 911 and the operations center will call EOSC. If you are at an offsite location, call 911 and then call EOSC for notification purposes.
- In addition to this training, you must be trained on the local procedures at your work location and other locations where you perform work and have unescorted access. This is formal training that is tracked through UTrain at hazardous materials program facilities. At core program facilities (office/administrative buildings), review the Building Emergency and Evacuation Plans posted at exits. Managers are responsible for ensuring this training is completed
- The four general protective actions that may be issued are:
 1. Evacuate – exit the building sweeping as you go, report to and remain at the Assembly Area, and conduct and report accountability.
 2. Shelter in Place – go to and remain at your designated interior Shelter-in-Place location. Do not eat, drink, or use tobacco products, conduct and report accountability.
 3. Remain Indoors – go indoors and remain there until instructed otherwise.
 4. Lockdown, - run, hide, or fight based on your situation and proximity to the active threat.
- If you encounter an incident or emergency situation, take prompt action to alert others, remove yourself from harm, and report it.
- Keep your location and contact information updated in Oracle.
- Update the location of your VoIP phone with LANL telecommunications when you move.

Watch a short video on the four protective actions.



[Los Alamos National Laboratory](#)

Uploaded on Apr 9, 2018

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Self Assessment

Grey highlight is the correct answer.

1. **True** or False: In addition to this training, you should be trained on the building-specific emergency plans or procedures at your primary work location and at other locations where you perform work.

Remember, depending on the type of building, you may receive formal training issued via UTrain or you may receive a briefing. You should also review and be familiar with the information on the Emergency Evacuation Drawings or Building Emergency and Evacuation Plans posted in your building and in buildings where you perform

1. **True** or False: Workers should keep their location and contact information updated in Oracle and keep the location of VoIP phones updated with LANL telecommunications at tcateam@lanl.gov.

Remember, your location and contact information in Oracle is used to populate the mass notification system. Because you can relocate your VoIP phone when you move to a different office, you must update the phone's location with LANL telecommunications so that the correct information is displayed to the 911 operator.

More Information

The information covered by this training is addressed in [P1201-4 LANL Incident Reporting and Protective Actions](#).

When there are significant incidents or inclement weather, such as snow storms, call the LANL Update Hotline (667-6622, 1-877-723-4101) and check the LANL homepage for updates on the operating status of LANL (i.e., delayed opening, closure).

Contact:

SEO Division

Telephone: (505) 667-6211



Getting Credit for this Course

By requesting credit for this training, I acknowledge that I have read and understand the content of this training and that I will follow and meet requirements of this training, unless it is unsafe to do so.